AMENDMENTS TO THE CLAIMS

1-23. (Cancelled).

24.   (Currently Amended) A computer hardware system for estimating a

service level agreement (SLA) breach value for a resource, comprising:

        a performance history database including historical performance data

for the resource; and

        at least one computer hardware device coupled to the performance

history database, wherein the at least one computer hardware device is

configured to:

                retrieve the historical performance data for the resource, and

                generate the estimated SLA breach value by processing the

        historical performance data for the resource and based upon a

        compliance percentage.

25.   (Previously Presented) The computer hardware system of claim 24,

wherein

        the at least one computer hardware device is configured to build a

SLA.

26.   (Previously Presented) The computer hardware system of claim 24, wherein

the at least one computer hardware device is configured to generate a chart,

the chart includes the historical performance data for the resource and a current SLA breach value setting.

27.   (Previously Presented) The computer hardware system of claim 26, wherein

the at the at least one computer hardware device is configured to receive a proposed SLA breach value setting and regenerate the chart to included the proposed SLA breach value setting.

28.   (Cancelled).

29.   (Currently Amended) A method for estimating a service level agreement (SLA) breach value for a resource, comprising:

retrieving historical performance data for the resource from a performance history database;

receiving a compliance percentage;

generating, with a computer hardware system, the estimated SLA breach value by processing the historical performance data for the resource and based upon the compliance percentage; and

displaying, using the computer hardware system, the estimated SLA breach value.

30.   (Previously Presented) The method of claim 29, wherein the historical performance data is based upon an aggregation of customers accessing the resource.

31.   (Previously Presented) The method of claim 29, wherein the historical performance data is based upon a single specific customer accessing the resource.

32.   (Previously Presented) The method of claim 29, wherein the generating comprises

identifying an SLA breach value trend based upon the historical performance data; and

predicting a future SLA breach value based upon the trend.

33.   (Cancelled).

34.   (Currently Amended) A machine readable storage medium having stored therein computer program code for estimating a service level agreement (SLA) breach value for a resource, the computer program code, which when executed by a computer hardware system, causes the computer hardware system to perform:

retrieving historical performance data for the resource from a performance history database;

generating, with a computer hardware system, the estimated SLA breach value by processing the historical performance data for the resource and based upon a compliance percentage; and

displaying, using the computer hardware system, the estimated SLA breach value.

35.   (Previously Presented) The machine readable storage of claim 34, wherein

the historical performance data is based upon an aggregation of customers accessing the resource.

36.   (Previously Presented) The machine readable storage of claim 34,

wherein

        the historical performance data is based upon a single specific

customer accessing the resource.

37.   (Previously Presented) The machine readable storage of claim 34,

wherein

        the generating comprises

                identifying an SLA breach value trend based upon the historical

        performance data; and

                predicting a future SLA breach value based upon the trend.

38.   (Cancelled).